SYSTEM AND METHOD FOR COLLECTING DEBUGGING AND SYSTEM CRASH INFORMATION FROM A MOBILE PHONE

ABSTRACT OF THE DISCLOSURE

A System and method for ascertaining the state of a mobile communication apparatus. The state is ascertained by collecting data which can be allocated to individual components (C_1, C_2, C_3) and/or procedures (P_1, P_2, P_3) embedded within the mobile communication apparatus on the basis of status quo information deriving from the respective components (C_1, C_2, C_3) and/or procedures (P_1, P_2, P_3) and by radio transmitting the collected data from the mobile communication apparatus via the radio network to which the mobile communication apparatus is affiliated to a certain service center.